



Board Meeting Minutes

**Thursday, September 16, 2004
1:30 PM**

**Location: TLC Classroom
(Tempe Public Library – lower level)**

Attending:

Lorinda Bush - Water Utilities, Dawn Oliphant - Courts, Kirk Klepfer - Public Works, Tom Gallier - Water Utilities, Teri Metros - Library, Mary Fowler - Cultural Services, Aaron Peterson - Police, Barbara Lear - Audit, Carol Clark - ITD, Carolyn Mills - Economic Development, Ron Smith - ITD, Amy Douglass - Museum, Andrea Gattorna - ITD, Jon O'Connor - Human Resources, Dick Mickle - Public Works, Laura Guerrero - Risk Management, Gretchen Maynard - Tempe Learning Center, Wydale Holmes - Tempe Learning Center, Whitney Brown - Tempe Learning Center

Absent:

Mike DeVirgilio - Fire, Mitch Bycura - Fire, Valerie Hernandez - Human Resources, John Higuera - Water Utilities, Jennifer Adams - Public Works

Fulfillment of Service Terms, 2001-2004

Board Members who fulfilled their service terms were recognized and presented with awards thanking them for their service. The outgoing board members are:

Mike DeVirgilio, Fire
Tom Gallier, Water Utilities
Kirk Klepfer, Public Works
Teri Metros, Community Services
Aaron Peterson, Police
Ron Smith, ITD

Welcome to New Board Members

The board welcomed new board members for the service term of 2004-2006:

Dick Mickle, Public Works
Lorinda Bush, Water Utilities
Carol Clark, Information Technology
Barbara Lear, Audit
Carolyn Mills, Economic Development
Mitch Bycura, Fire
Dawn Oliphant, Courts

TLC Board Composition & Rotation Strategy

- Gretchen Maynard explained that the board was designed to communicate to Tempe Learning Center the needs of the various departments throughout the city and to reflect the missions of strategic partnering and outreach.
- The board is composed of employees from all levels of the organization and from a variety of departments.

- Each board member will rotate off of the board every 2 years to allow all interested employees a chance to participate.

Training Group Partners

A new group has been comprised to meet with the TLC Board on a quarterly basis:

Information Technology (citywide focus) – Andrea Gattorna

Risk Management (citywide focus) – Laura Guerrero

Police – Aaron Peterson

Water Utilities – John Higuera

Public Works – Jennifer Adams

MST III – Making the Vision a Reality

- The Overall Session Evaluation was distributed to all Board Members.
- MST III addresses the strategic areas of the Diversity Audit results.
- Gretchen Maynard encouraged board members to inform Tempe Learning Center of any comments employees make about ways to improve MST III.

Educational Partnerships

- Wydale Holmes thanked the CPM selection Committee - Amy Douglass, Mary Fowler and Jan Koehn - for reviewing and selecting applicants to participate in the CPM program, Winter 2005.
- Dick Mickle suggested that the TLC Board develop a community of CPM graduates.
- Gretchen Maynard stressed the need to meet the minimum number of required participants for each of the educational partnerships.
- Wydale shared the current recruitment for:
 - Gateway Community College - Associates of General Studies (Afternoon)
 - Gateway Community College - Associates of General Studies (Evening)
 - ASU Bachelor of Interdisciplinary Studies (Evening)
- Evaluation/Selection/Development of:
 - Masters Program (Evening) - 3 bids were submitted: ASU, WIU and Keller
 - Gateway Community College - Technical Certifications including Electrical, Water & Waste Water Certifications.
- Ongoing Partnership:
 - Maricopa Skill Center – Welding Certification Pilot Program - there are currently 5 employees in the welding certification program.

Department Performance Support Training

Gretchen Maynard explained that one of Tempe Learning Center's goals was to work in the field with individual departments and their action plans. The current department training programs are:

- Public Works/Field Services - MST Pilot & Quarterly Supervisor's Training
- Development Services – Management Team Quarterly Retreats
- Courts – Customer Service & Ethics
- Water Utilities – MST program & Operations Group Succession Planning
- Diversity – Mentoring Program (TLC Board fulfilled initial process; consult & implementation)

- Police – Strategic Training Plan
- Community Services – Library Customer Service

New Business / Department Training Issues: Board Members

- Laura Guerrero, Risk Management - Due to a downsized department they have coordinated trainings with other cities and shared their training resources. Risk Management is also working with ITD to come up with a program that relays information to Department Managers on the amount of money their department is expending due to losses (i.e. injury, accidents, and equipment).
- Carolyn Mills, Economic Development - No training issues with Economic Development.
- Jon O'Connor, Human Resources - Their department has no training budget which makes it difficult to keep up with the constantly changing HR laws. He thanked Gretchen for the certification course she found that would fall under tuition reimbursement for HR certification.
- Mary Fowler, Cultural Services - Reported on the Tempe Center for the Arts will be open in 2006 and when it does there will need to be training for employees who will work there. Mentioned partnering with Risk Management for an Insurance 101 course and Andrea Gattorna, ITD, for help with the website.
- Amy Douglass, Museum - Since she works in such a small team with different work styles they have to be very creative which is very draining. Would benefit from a teambuilding workshop and docent training for volunteers.
- Teri Metros, Library - Employees would benefit from customer service training dealing with intergenerational issues. Announced the wireless Network throughout Library and need to train the staff on how it works.
- Ron Smith, ITD - Mentioned that in the next few years will have to decide what to do with TrainingServer - whether to update it or move on to another program.
- Tom Gallier, Water Utilities - Department is dealing with succession issues since a lot of people will be retiring the question arises how do you transfer knowledge to the younger generations quickly?
- Kirk Klepfer, Public Works - Mentioned that the PW employees love taking the 10 hour a week welding program. There are still challenges with identifying differences between training and Tuition Reimbursement.
- Dick Mickle, Public Works - Need to do more with less so training on time management, skill training, networking, and prioritizing would be beneficial. Help employees see the whole organization, the "big picture", not just their own small part and to look at their jobs differently.
- Barbara Lear, Audit - Mentioned that auditors have to have a certain amount of professional development hours each year to keep up their certifications and to renew their licenses. There are many other departments such as social services, welding, and water that need to maintain their professional certifications. She suggested that the city bring someone internally and maybe partner with other cities to take care of all of the necessary certifications.

- Aaron Peterson, Police - One of the biggest issues is he spends 30 - 50% of his day in TrainingServer. Would like to get information out of TS as easily as he can put it in.
- Dawn Oliphant, Courts - Mentioned 16 hours of COJET training employees have to take a year. This year they need 1 hour of ethics and customer service. They partnered with other cities to do an East Valley Training Conference and would like to do it again.
- Lorinda Bush, Water Utilities - Would like to coordinate a MST Pilot for Water, Skill based pay training (electrical / OSHA regulations), and team training.
- Andrea Gattorna, ITD - Wireless connection laptop access for patrons of library. Upgrading to Microsoft Office 2003 beginning January 2005 because of financial reasons Microsoft allowed to upgrade one more time. Dealing with Focus group participants within work groups. Outlook interface is completely different. Also working with Water Utilities for online training for employees with different work schedules.